


MARICOPA COUNTY  HUMAN SERVICES DEPARTMENT Workforce Development Division	SECTION/REFERENCE PL 105-200 Section 134 (e)(2)(3) Subpart H 20 CFR 663.800 – 840	PAGE 1 OF 4
	ORIGINAL ISSUE DATE May 2002	REVISION DATE January 2014
	AUTHORIZED BY: Patricia Wallace, Assistant Director	
SUBJECT: Supportive Services		ADDENDA:

Purpose:

Supportive Services may be provided to Title I Adults and Dislocated Workers while actively participating in WIA programs. The purpose of support services is to enable an individual to participate in WIA employment and training activities in an effort to enhance their ability to successfully secure and retain permanent employment. All WIA-funded support services are typically provided through case closure. However, they may also be provided after program exit to facilitate employment or job retention.

Responsibility of: Career Guidance Specialist, Workforce Development (WDD) Supervisors, and WDD Finance

Process Description:

Support services needs are identified during the case management process. Support services may be provided to individuals who are receiving core, intensive or training services and are unable to secure services through other programs providing such services or are unable to afford to pay for such services themselves. These services may also be identified as part of the individual's employment and training plan jointly developed between the participant and their Career Guidance Specialist (CGS). The CGS will be the focal point for coordination of resources for support services both internally and externally in the community.

Whenever possible, support services should be coordinated and leveraged with other resources and/or partners/agencies as appropriate. All support services are based on availability of funds. WIA participants are not entitled to receive WIA financial support services. Appropriateness and need for support services is determined on an individual basis, taking into account many factors. MWC reserves the right to deny WIA supportive services if they are deemed not feasible, or if the support services will not enhance the participant's employability, if funding is limited, or for any other valid reasons. Denial of supportive services will be documented in the case file. MWC staff will assist participants with identifying other community resources if WIA supportive services cannot be provided. All referrals are documented in the participant's case notes and noted in the Arizona Job Connection (AJC). Follow-up status should also be noted with the disposition or outcome of the referral if known. Supportive services cannot be the first service or the only service provided and must be provided in concert with a core, intensive or training activity.

Allowable Support Services

Support services may include, but are not limited to transportation, child care, certifications, licensing, testing, tools, uniforms, training-related items, interview clothing, eye care, utility assistance, auxiliary aids for individuals with disabilities, relocation assistance, and incentives necessary to enable individuals to participate in WIA Title I activities. Utility assistance is a one-time payment and WIA funds cannot pay for late fees or penalties. **Note: Requests for transportation assistance such as gas cards or bus passes refer to Transportation Assistance Policy.**

Unallowable Support Services

Support services that are not allowable include automobile purchases, automobile repairs, automobile insurance, vehicle registration and licensing, car payments, mortgage payments, rent, computer purchases, fines and late fees, interest fees, union dues, the cost of setting an individual up in business, dues for any organization substantially engaged in lobbying, including unions, memberships, subscriptions, and professional activity costs.

Eligibility for Support Services

- Participant must be participating in WIA core, intensive or training services that are recorded in the AJC.
- Participant cannot afford to pay for the supportive service(s) or is unable to obtain supportive services through other programs.
- Participant has complied with program regulations and policies during the period of WIA participation
- Case file/AJC documents the need for and justification for supportive services.

Factors that may Impact Eligibility

- Participant is receiving Unemployment Insurance
- Customer is receiving TRA payments (Trade Readjustment Allowance)
- Customer is receiving stipends or assistance from other partner programs/community agencies; i.e. Community Action Program, transportation assistance through MAXIMUS, etc.
- Customer has not been actively participating in scheduled program activities or career guidance

CGS s must ensure that each supportive service is:

- Reasonable – both in cost and the item being purchased
- Is necessary to participate in WIA or to obtain employment
- The participant cannot afford to pay for the item(s)
- No other resources are available
- It is a required item (not a nice to have) i.e. required text books, required tools and supplies. Whenever possible a list of required items should be obtained from the school/employer and submitted with the support services request
- Fully documented in the IEP and case notes.
- Entered into AJC.

Support Service Request/Approval Process

All financial support services must be approved in advance by the Supervisor. CGSs will use the Support Service Request form (Non-Stock Requisition) in completing the required information and obtaining the CGS signature, and the Supervisor's signature prior to any purchase being made. Every request must include:

- The Low Org Number
- The program being charged Adult, Dislocated Worker, or other if appropriate
- Supporting documentation such as utility bills, estimates for uniforms, tools, etc.
- A signed and dated written request from the customer requesting the service, describing the service, listing the cost of the service, naming the vendor for the service, explaining why the service is necessary and explaining why MWC assistance is needed to fund it.

Incomplete requests will be returned to the submitter. Support services may only be paid to a vendor and not directly to a participant. All approved expenses must be within program operation budget guidelines.

Confidential information such as the participant's address and phone number should not be entered on the Support Services Request as this information is saved to a public database which can be accessed by others. The appropriate career center address and telephone should be used instead.

To prevent identity theft Fingerprint Clearance Cards should not be submitted with the Support Services request. Only the application number (i.e. 2047684) should be included on the request. The check will be issued to the career center for customer pick-up.

- Approved support service requests are submitted to the Training Unit PSR (Cynthia Duran) via email.
- The Training Unit PSR will log the request on the Support Services Tracker, assign a confirmation number for tracking purposes and submit the request to Finance.

Finance will notify (via email) the requesting CGS of the approval. The CGS may check status of a request on the F drive at /Financial Services/ Workforce Development/Support Services Tracking System fy20XX-20XX.xls.

Customers cannot make any purchase until this process is complete—failure to do so could result in the customer or CGS staff being responsible for the expense. Purchases made outside of this process will not be paid. Any purchases made by the customer that were not on the approved Support Services Request will not be paid. Customers cannot be reimbursed for purchases they have made.

Documentation of Support Services in AJC:

All support services must be entered into the AJC using the appropriate activity code.

If it is anticipated that supportive services will be provided to the participant for a long period of time, a start date and a projected end date for the support service activity must be entered into AJC. For example, if bus passes are provided regularly to a participant throughout their program participation the support service activity for transportation only needs to be entered into AJC only once and not each time a bus pass is provided.

Although each support service does not have to be entered individually, they must be documented in AJC services and case notes.

Gas Cards – The distribution of gas cards will be based on customer need with the approval of the Supervisor.

Gas cards will be purchased by WDD via a non-stock request generated by the Training Unit Supervisor. Upon receipt by the Training Unit Supervisor or designee, the gas cards are entered into a log and secured.

The customer must sign an acknowledgement of receipt form. For auditing purposes customers are required to submit receipts for the purchase of gas to the PSR within 30 days of use and/or prior to the issuance of additional cards, whichever comes first. Failure of the customer to provide receipts will result in the discontinuation of gas cards. Upon receiving the gas card receipt from the customer the PSR will verify that the number on the receipt matches the card number, that gas was purchased, and the entire amount was spent. Once verified PSR logs on the tracker that the receipt was received and the receipt may be discarded.

The dollar limits for support services may change due to fund availability. Participants are eligible for financial support services up to \$2,500.00. MWC reserves the right to limit the amount of support services funding that may be provided to a WIA participant within a 12- month period. Most in need and other factors may be taken into consideration at the discretion of the CGS and/or Program Supervisor.

Support Service	Recommended Amounts
Child Care (if not eligible for DES or other subsidized child care)	Up to \$500 pre-employment
Certification/licensing/testing	Based upon need – not to exceed \$600.00
Tools	\$300.00 maximum
Uniforms	\$300.00 maximum
Shoes – Safety and others required for work	\$150.00 maximum
Work / Interview Clothing*	\$200.00 maximum
Eye Care (eye exam & glasses)	\$300.00 maximum
Utilities (one-time assistance if assistance is not available through the CAP)	Based upon need – not to exceed \$250.00
Relocation Assistance (out of County or 150 miles, whichever is more)	\$500.00 maximum
Transportation – Bus passes	6 months maximum
Gas Cards (if not receiving NRPs)	\$500.00 maximum
Medical Care – i.e. TB testing, immunizations (for employment purposes)	\$300.00
Dental Assistance (One-time only Cosmetic or Health related - for employment purposes)	\$500.00
Other (explanation needed)	Based upon need and funding availability
Auxiliary Aids for Individuals with Disabilities	Based on need – not to exceed \$1,000.00

These are guidelines and are subject to exceptions based on need and must be approved by the Supervisor.

* Interview clothing is based upon type of employment the customer is seeking and is limited to one outfit and one pair of shoes appropriate for interviews. Examples: For women interview attire may consist of a jacket, blouse/top, trousers/skirt and dress shoes (sandals are not considered appropriate). For men, interview attire consists of dress shirt/polo shirt, trousers and shoes.